

DSHS TARGETED WAGE INITIATIVE SITE VISIT RESULTS

DEAP staff viewed the DSHS WorkFirst Orientation in pilot Targeted Wage Initiative (TWI) sites and talked with staff to learn more about how TWI was operating in their offices. Our findings are summarized below:

- **DSHS WorkFirst Orientation**

Staff uses the DSHS WorkFirst Orientation PowerPoint presentation, modified to add basic TWI information, and/or other written material to give customers a general overview of TWI services and expectations. They discuss TWI so the customer knows what to expect. Staff did not report any issues or concerns with the DSHS WorkFirst Orientation process.

- **Program Specialists Knowledge of TWI**

Program Specialists were well versed in TWI and had an overall good impression of the program. The Federal Way site reported that staff and customers are really enthused about TWI (and customers express their enthusiasm at the DSHS Orientation). Federal Way strongly supported the ESD Passport as an effective means to engage customers and encourage them to take ownership of their job search experience. Staff in some locations reported unfortunate delays with the start of training or on-the-job training. The Spokane area reported an increase in the number of clients sanctioned because there are more job search requirements and both ESD and DSHS staff monitor job search customer efforts more closely.

- **ESD Evaluations**

All staff indicated they are getting more information about the results of the ESD four-week, eight-week, and 12-week evaluations. Federal Way reported that they are getting more customer information at other times too under TWI. They all found this information very useful, particularly when working with a customer who has completed job search without finding a job.

- **Job Search Refer Backs**

There appeared to be a less systematic approach for refer backs in Regions 1 and 2. Sometimes DSHS staff were consulted when the customer was referred back from job search and other times the customer was just referred back. In Aberdeen, the ESD counselor always called first for an informal staffing and more complicated cases received a formal case staffing. The recommendation from DSHS staff is to require a consultation when referring job search customers back to DSHS for alternative activities.